

# Campbell County Department of Public Safety

## EMSAC Meeting

### Public Safety Conference Room

Tuesday, November 29, 2011, 5:00 p.m.

Members Present:	Members Absent:	Campbell County Staff:	Guests / Other:
<b>Charles Falwell</b> Board of Supervisors	<b>Gary Hunter</b> Brookneal Rescue Squad	<b>Barbie Alleman</b> Office Manager	
<b>Calvin Fore</b> Citizens Emergency Crew	<b>Jack Morgan</b> Campbell County Rescue	<b>Scott Hechler</b> Public Safety Director	
<b>Stanley Goldsmith</b> Board of Supervisors	<b>Terry Lambert</b> Altavista Rescue Squad	<b>Randall Johnson</b> Deputy Director / Fire	
<b>Barry Guthrie</b> Campbell County Rescue		<b>Michelle Turner</b> Deputy Director / EMS	
<b>Wayne Lankford</b> Concord Rescue Squad			
<b>Eddie Lannen</b> Rustburg Rescue Squad			
<b>David Laurell</b> County Administrator			
<b>Bruce Stratton</b> Rescue Commissioner			
<b>Roger Vassar</b> Vice Rescue Commissioner			

Topic/Subject	Discussion	Recommendations, Actions, Follow-Up; Responsible Person
<p align="center"><b>Opening</b></p>	<p>Deputy Director Michelle Turner welcomed everyone to the meeting and thanked them for coming.</p>	
<p align="center"><b>Budget Update</b></p>	<p>Turner provided everyone with copies of handouts she had previously sent to members through email. Handout included copies of EMS excess FY11 analysis, EMS excess FY10 analysis, FY11 &amp; FY10 expenses, charts for 2010, 2011 showing revenue, number of transports by agency, transports by agency for July, August, September, October, for 2011. Turner noted for the members that from 2010, transports increased but revenue decreased. Rescue Commissioner Bruce Stratton asked about the status of the computer billing issue that occurred in early 2011. Turner gave an update. Rough estimate, 683 cases had not been billed. Worked with billing company, Med3000, to get bills to the 683. All have been closed with exception of some still open with Medicare, approximately \$86,000. County Administrator David Laurrell mentioned once final collections, due to billing error, FY11 budget would not be as short as originally thought. Rustburg Rescue Captain Eddie Lannen mentioned that billing problem had caused some issues with different squads. Turner explained that we are now using new billing company and are working to ensure accurate and timely billing occurs. Public Safety office staff are currently tracking calls, cradle to grave, with EMS &amp; co. and working through any transition issues. Director of Public Safety Scott Hechler said this</p>	

	<p>tracking would ensure quality assurance throughout call and billing process. Stratton asked if reports are created by agency on what is missing. Turner said data is being collected, but has not been reported. Biggest areas of missing information are signatures and referring addresses. Stratton asked if dispatch could give addresses for calls not at a specific address, like highway accidents. Turner said dispatch could provide that information. Turner also explained that with the new billing company, access, to Centra records, was being worked on. This would allow the billing company to get any missing insurance information without rejecting the file. These will eliminate the need for face sheets. Laurrell asked how rejected files were being handled and what the biggest gaps are. Turner replied that we determine why the file was rejected &amp; fix and no real data had been collected regarding gaps. Laurrell asked how we can help people understand gaps. Turner replied that agency will get a call from herself or Debbie Baldwin. Turner mentioned that training would help and that new billing company has offered to do training for each agency to help them understand process. Wayne Lankford, Concord Rescue Squad requested an explanation for how gas, oil and grease expenses are determined since Concord Fire &amp; Rescue share pump. Turner and Fire Marshal Randall Johnson explained that the costs are split. Laurrell further explained that all expenses for career are covered by revenue recovery and volunteer expenses are from the general fund. Stratton asked for clarification around the convention and education line. Laurrell explained with the current year budget expenses were split between career and volunteer versus a journal entry correction, so convention &amp; education appear under cost centers, volunteer and career.</p>	
<p><b>Strategic Plan/Code Update Status</b></p>	<p>Hechler said the Strategic Plan will go back to the Board in the February/March timeframe for approval. Code updates would go to board in Spring 2012. Hechler mentioned that the rescue commission would need to decide about future representation on the Public Safety</p>	<p><b>Stratton:</b> Decide on who will represent rescue commission on Public Safety Committee</p>

	<p>Committee. The fire commission has decided that their representation on the PSC would be a neutral 3<sup>rd</sup> party. Originally, representation was supposed to be 1 captain, 1 chief on a rotating 2 year term. Stratton will bring up at the next rescue committee and will let Turner know of decision. Code will need to be updated to reflect who will be representing. February EMSAC meeting will be a dry run with citizen representation prior to code changes. The next EMSAC meeting will be followed by the Fire Advisory Committee meeting.</p>	
<p><b>Outstanding CIP Data Request/FY17 CIP Discussion</b></p>	<p>Stratton will have forms completed at next week's rescue commission meeting for future CIP needs. Hechler requested that decisions on future needs for apparatus be based on number of calls rather than prior fleet numbers. Laurrell asked if any statistics existed for replacing apparatus, how many? Hechler said standards exist; 100,000 miles for regular, 150,000 miles for diesel. Stratton added it varies by mileage due to chassis, medium duty vs. heavy duty. Hechler said past Deputy Director Jason Stroud has some data around locality, size for radios and apparatus. Campbell County is 3<sup>rd</sup> in the state for radios. Turner commented that future CIP funds would need to reflect any awarding of grant funds. Concord and Public Safety both have applied for grant funding and will know in early January if funds awarded. Hechler – career apparatus will go to Campbell County Rescue Squad since they have an empty bay and Campbell County wants to maintain career staff. Lannen clarified that rotation will still happen as established between agencies even if not in specified year. Hechler agreed that purchases may float a year depending on need. Laurrell said that coordination would need to happen between who and where the ambulances were.</p>	<p><b>Turner:</b> Meet with Stratton to discuss MOA.</p>
<p><b>EMS Transports by Agency</b></p>	<p>Turner discussed reports by agency with members. Laurrell wanted to know if recent changes in Bedford's career staff had any effect on our statistics. Turner said that the changes may have had an effect, but no data to support. Toning changes may also have affect. Laurrell asked if effect noticed across the board. Turner said no data exists, but changes should have had effects across the board. Stratton mentioned that Concord's statistics were confusing since # of transports went up from FY10 to FY11, but revenue went down.</p>	<p><b>Turner:</b> Add total calls by agency and ALS/BLS to reports.</p>

	<p>Laurrell asked if any changes happened that could have resulted in this change. Stratton replied that they did have more resources available for calls. In reference to decrease in total revenue, Laurrell asked if there had been any changes in Medicare. Turner was unaware of any changes. Hechler said he and Turner were reviewing current charges to ensure similar to charges in surrounding areas. Lankford suggested that differences could be a result of ALS doing transports if on scene. Stratton requested update on response time. Turner said we are tracking that information now. Stratton said that response times could be hurt by providing service out of the area since no career staff rotates to Concord. Hechler replied that reports will be by agency, career, and volunteer and are intended to be a snapshot. These reports will show gaps. Hechler said once new billing company is up and running smoothly, decisions would need to be made regarding revenue. Number of calls is finite and revenue from calls is quickly matching expenses. Lankford mentioned that need to look at total calls versus transports. Lankford gave example of responding to call and being cleared prior to arriving. Lankford also asked for clarification on who should give the clear call. Lannen said clear call is recorded. Johnson – no patient until they say they want help. Board of Supervisor member Charles Falwell said on-scene has responsibility, but responding agency should feel comfortable with response. Roger Vassar, Vice Commissioner suggested that begin tracking BLS and ALS calls and adding to charts. Turner will add to future reports.</p>	
<p><b>Meeting Adjourned</b></p>	<p>Turner adjourned the meeting at 18:10 p.m.</p>	